Alcoholic Beverage Control

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution		
	High	**Low**	**FCR Total**
Alcoholic Beverage Control	2 0	174 159	176 159
Customer Company Total	2 0	174 159	176 159

Alcoholic Beverage Control

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	MIR Total
Alcoholic Beverage Control	2 1	174 3	176 4
Customer Company Total	2 1	174 3	176 4

Alcoholic Beverage Control

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	High	Low	ATTIR Total
Alcoholic Beverage Control	2 0.68	174 0.06	176 0.06
Customer Company Total	2 0.68	174 0.06	176 0.06

Alcoholic Beverage Control

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

	Top Number - Total Incidents		
Customer Company	**Bottom Number - Missed Resolution**		
	High	**Low**	**MR Total**
Alcoholic Beverage Control	2	174	176
	0	0	0
Customer Company Total	2	174	176
	0	0	0

Alcoholic Beverage Control

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Customer Company	High	Low	ATTR Total
Alcoholic Beverage Control	2 2.12	174 0.14	176 0.16
Customer Company Total	**2** **2.12**	**174** **0.14**	**176** **0.16**

Alcoholic Beverage Control

Detail

Incident	Name	Type	Category	System			TIR Missed	TIR
INC000000323883	Liquor Store 33	Application	None	None			TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000323884	Liquor Store 14	Application	None	None			TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000323893	Liquor Store 34	EIS Hardware	None	None			TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000323896	Leonard Langford	Application	None	None			TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000323919	John Freeman	Application	Password	Utah Master Directory			TIR Missed: No	TIR: 0.10
	Help Desk	James Stearns	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR: 0.13
INC000000324027	Liquor Store 07	Application	None	None			TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000324154	Liquor Store 03	Application	None	None			TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000324301	Justin Broderick	None	None	None			TIR Missed: No	TIR: 0.85
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR: 4.47
INC000000324580	Liquor Store 09	PC/Laptop	Hardware	None			TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000324596	Liquor Store 19	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000324603	Liquor Store 25	Application	Reporting	Triversity Point-of-Sale			TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000324710	Liquor Store 12	Application	Reporting	Triversity Point-of-Sale			TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000324716	Liquor Store 21	Application	Error	Triversity Point-of-Sale			TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000324741	Chris Johnson	PC/Laptop	Password	None			TIR Missed: Yes	TIR: 1.30
	Metro D Hosting	Randy Taylor	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR: 3.71
INC000000324903	Margaret Hardie	Server	Error	None			TIR Missed: No	TIR: 0.25
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR: 1.79
INC000000324926	Marjean Short	Server	Error	None			TIR Missed: No	TIR: 0.53
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR: 1.42

Alcoholic Beverage Control

Incident	Submitter/Group	Type	Reason	Product	Priority	Status	TIR/TTR Missed	Value
INC000000325040	David Higley	Application	Password	Novell eDirectory			TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325044	Abe Kader	Mobile Devices	Error	None			TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325057	Liquor Store 43	Application	Reporting	Triversity Point-of-Sale			TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325131	Liquor Store 02	Application	Reporting	Triversity Point-of-Sale			TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325164	Liquor Store 09	Application	None	None			TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325165	Liquor Store 26	Application	None	None			TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325166	Liquor Store 29	Application	None	None			TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325179	Liquor Store 03	Application	None	None			TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325188	Liquor Store 41	Application	None	None			TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325541	David Higley	Application	None	None			TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325676	Liquor Store 36	Application	None	None			TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325783	Liquor Store 23	Application	None	None			TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325804	Liquor Store 02	Application	None	None			TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325866	Liquor Store 35	Application	None	None			TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000326127	Liquor Store 02	Application	Reporting	Triversity Point-of-Sale			TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000326128	Liquor Store 03	Application	Error	Triversity Point-of-Sale			TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000326130	Ronnie Torres	PC/Laptop	Hardware	None			TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR: 1.57

Alcoholic Beverage Control

INC000000326235	Liquor Store 16	Application	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000326502	Liquor Store 25	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000326505	Liquor Store 41	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000326546	Liquor Store 26	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000326558	Liquor Store 40	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000326683	Liquor Store 45	Application	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000326741	Liquor Store 45	Application	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000326743	Liquor Store 45	Application	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000326763	Tony L Gann	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000326925	Liquor Store 41	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000326941	Liquor Store 03	Application	Reporting	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000327408	Bill Garner	Network	Password	Novell eDirectory		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000327412	Liquor Store 26	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000327505	Neil Cohen	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000328520	Justin Broderick	None	None	None		TIR Missed: No	TIR:	0.59
Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.59
INC000000328712	Anita Knowley	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR:	0.16
Voice Operations	Annette Nielsen	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.60
INC000000329015	Liquor Store 11	Network	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.08

Alcoholic Beverage Control

INC	Store/Name	Category	Type	Application	Priority	Status	TIR Missed	TIR	TTR Missed	TTR
INC000000329018	Liquor Store 11	Print/Copy/Scan/Fax	Incident	None			No	0.00		
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control		Low	Closed	No		No	0.15
INC000000329021	Liquor Store 33	None	None	None			No	0.00		
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control		Low	Closed	No		No	0.17
INC000000329313	Liquor Store 12	PC/Laptop	Hardware	None			No	0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	No		No	0.00
INC000000329320	Liquor Store 11	Network	Incident	None			No	0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	No		No	0.00
INC000000329332	Liquor Store 11	Print/Copy/Scan/Fax	Incident	None			No	0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	No		No	0.00
INC000000329335	Liquor Store 43	Application	Reporting	Triversity Point-of-Sale			No	0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	No		No	0.00
INC000000329467	Chris Johnson	Print/Copy/Scan/Fax	Incident	None			No	0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	No		No	0.00
INC000000329742	Justin Broderick	Application	Error	None			Yes	2.40		
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control		Low	Closed	No		No	2.40
INC000000330407	Liquor Store 23	Print/Copy/Scan/Fax	Incident	None			No	0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	No		No	0.00
INC000000330931	Liquor Store 41	Application	Reporting	Triversity Point-of-Sale			No	0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	No		No	0.00
INC000000331244	Vera D Pitt	Print/Copy/Scan/Fax	Incident	None			Yes	1.44		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	No		No	2.78
INC000000331510	Liquor Store 22	Application	Error	Triversity Point-of-Sale			No	0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	No		No	0.00
INC000000331659	Liquor Store 04	Application	Error	Triversity Point-of-Sale			No	0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	No		No	0.00
INC000000331662	Liquor Store 18	Application	Reporting	Triversity Point-of-Sale			No	0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	No		No	0.00
INC000000331668	Liquor Store 03	Application	Reporting	Triversity Point-of-Sale			No	0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	No		No	0.00
INC000000331675	Liquor Store 22	Application	Error	Adobe Acrobat			No	0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	No		No	0.00
INC000000332069	Liquor Store 03	Application	Reporting	Triversity Point-of-Sale			No	0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	No		No	0.00

Alcoholic Beverage Control

INC000000332089	Liquor Store 45	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000332093	Liquor Store 32	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000332398	Liquor Store 27	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000332402	Liquor Store 34	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000332446	Liquor Store 04	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000332454	Liquor Store 16	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000332458	Liquor Store 02	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000332465	Liquor Store 01	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000332469	Liquor Store 02	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000332476	Liquor Store 44	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000332521	Liquor Store 30	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000332590	Liquor Store 15	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000332593	Liquor Store 11	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000332597	Liquor Store 24	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000332616	Liquor Store 19	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000332792	Liquor Store 42	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000332796	Liquor Store 41	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00

Alcoholic Beverage Control						

INC000000332868	Liquor Store 33	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000332890	Liquor Store 17	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333081	Liquor Store 29	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333082	Liquor Store 44	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333083	Liquor Store 11	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333084	Liquor Store 41	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333085	Liquor Store 30	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333086	Liquor Store 43	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333087	Liquor Store 39	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333088	Liquor Store 12	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333089	Liquor Store 08	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333090	Liquor Store 44	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333091	Liquor Store 03	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333092	Liquor Store 09	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333135	Liquor Store 45	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333136	Liquor Store 34	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333137	Liquor Store 33	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00

Alcoholic Beverage Control

INC000000333138	Liquor Store 34	Application	Error	Acronis True Image	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR:	0.00
INC000000333139	Liquor Store 37	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR:	0.00
INC000000333140	Liquor Store 05	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR:	0.00
INC000000333141	Liquor Store 45	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR:	0.00
INC000000333142	Liquor Store 25	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR:	0.00
INC000000333145	Liquor Store 24	Application	Error	Acronis True Image	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR:	0.00
INC000000333500	Mollie Brewer	Application	None	None	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR:	0.00
INC000000333778	Liquor Store 31	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR:	0.00
INC000000333781	Liquor Store 35	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR:	0.00
INC000000333794	Liquor Store 09	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR:	0.00
INC000000333797	Liquor Store 15	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR:	0.00
INC000000333800	Liquor Store 02	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR:	0.00
INC000000333805	Liquor Store 21	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR:	0.00
INC000000333809	Liquor Store 35	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR:	0.00
INC000000333812	Liquor Store 35	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR:	0.00
INC000000333818	Liquor Store 26	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR:	0.00
INC000000334018	Liquor Store 06	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	TTR:	0.00

Alcoholic Beverage Control

INC000000334032	Liquor Store 33	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000334210	Tammy Bolte	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000334215	Liquor Store 23	EIS Hardware	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000334217	Liquor Store 01	EIS Hardware	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000334219	Tammy Bolte	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000334435	Anita Knowley	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR:	0.07
	Voice Operations	Gail Christiansen	Alcoholic Beverage Control	High	Resolved	TTR Missed: No	TTR:	2.64
INC000000334491	Liquor Store 33	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000334494	Liquor Store 12	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000334529	Liquor Store 26	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000334538	Liquor Store 09	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000334540	Liquor Store 02	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000334615	Liquor Store 36	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335032	Liquor Store 32	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335033	Liquor Store 15	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335034	Liquor Store 43	EIS Hardware	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335035	Liquor Store 32	Network	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335036	Liquor Store 26	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00

Enterprise Incident Report June 2011

As of 7/5/2011

Alcoholic Beverage Control

ID	Name	Category	Type	Product		Status	TIR Missed	TIR	TTR Missed	TTR
INC000000335038	Liquor Store 31	Application	None	None			No	0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		No		No	0.00
INC000000335247	Liquor Store 26	Application	None	None			No	0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		No		No	0.00
INC000000335249	Adolph Trujillo	Application	None	None			No	0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		No		No	0.00
INC000000335328	Eva Collier	Application	Error	Triversity Point-of-Sale			No	0.99		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		No		No	1.06
INC000000335538	Liquor Store 41	Application	None	None			No	0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		No		No	0.00
INC000000335539	Liquor Store 15	EIS Hardware	None	None			No	0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		No		No	0.00
INC000000335541	Liquor Store 31	Application	None	None			No	0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		No		No	0.00
INC000000335683	Vera D Pitt	Print/Copy/Scan/Fax	Incident	None			No	0.15		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		No		No	0.15
INC000000335764	Liquor Store 44	Application	None	None			No	0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		No		No	0.00
INC000000335765	Liquor Store 45	Application	None	None			No	0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		No		No	0.00
INC000000336037	Liquor Store 02	Application	None	None			No	0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		No		No	0.00
INC000000336347	Anita Knowley	Telecom	Call/Receive	None			No	0.26		
	Voice Operations	Romanza Hamblin	Alcoholic Beverage Control	Low	Resolved		No		No	1.27
INC000000336557	Liquor Store 45	Application	None	None			No	0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		No		No	0.00
INC000000336560	Liquor Store 33	EIS Hardware	None	None			No	0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		No		No	0.00
INC000000336571	Liquor Store 01	Application	None	None			No	0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		No		No	0.00
INC000000336577	Liquor Store 41	Application	None	None			No	0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		No		No	0.00
INC000000336626	Liquor Store 39	Application	None	None			No	0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		No		No	0.00

Alcoholic Beverage Control

INC000000336661	Liquor Store 38	Application	None	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000336662	Liquor Store 39	Application	None	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000336663	Liquor Store 43	Application	None	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000336664	Liquor Store 03	Application	None	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000336668	Liquor Store 03	Application	None	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000336669	Liquor Store 38	Application	None	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000336670	Liquor Store 31	Application	None	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000337213	Anita Knowley	Telecom	Call/Receive	None			TIR Missed: No	TIR:	0.16
	Voice Operations	Annette Nielsen	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.16
INC000000339055	Liquor Store 11	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000339066	Liquor Store 19	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000339068	Liquor Store 32	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000339073	Liquor Store 41	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000339077	Liquor Store 08	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000339079	Liquor Store 40	Application	Error	Triversity Point-of-Sale			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000339104	Anita Knowley	Telecom	Call/Receive	None			TIR Missed: Yes	TIR:	1.29
	Voice Operations	Britany Finlay	Alcoholic Beverage Control	High	Resolved		TTR Missed: No	TTR:	1.59
INC000000339244	Liquor Store 26	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000339375	Liquor Store 42	Application	Error	Triversity Point-of-Sale			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00

Alcoholic Beverage Control

INC000000339380	Liquor Store 45	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000339382	Liquor Store 33	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000339389	Liquor Store 26	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000339391	Liquor Store 09	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000339393	Liquor Store 09	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000339399	Liquor Store 32	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000339610	Lorrie Hill	Application	Error	Microsoft Windows Server 2003		TIR Missed: No	TIR:	0.67
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	1.69